DIAGNOSTICS®

Your GE Smallworld users are working from home.
We help them stay productive and motivated.

- Productive work @ home
- Keep your employees happy
- Data driven support for remote workers
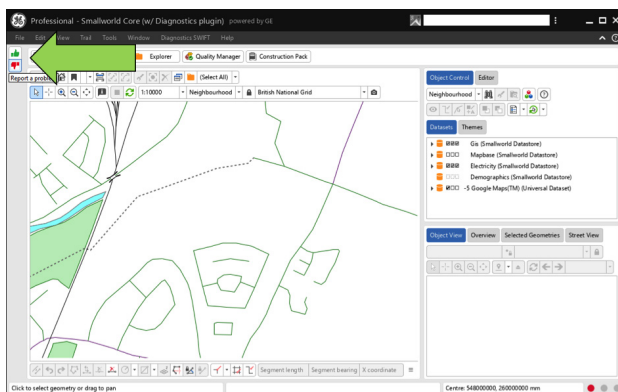- Ensure continual service for your customers

If your utility company wishes to improve the experience of its home users, take advantage of Diagnostics with no license fee for a 3-month period. Contact us at info@diagnosticsincontrol.com and we will make sure to support your staff!

Getting started is simple and fast, one Smallworld module installed starts the data acquisition process which is then stored either on-premise or via our cloud hosting.

Dashboard 1 - Immediate feedback from users

For the Smallworld users
Users report their experience for work @ home environment.

For the Smallworld administrators
Admins informed right away about the user experience

- The dashboard shows the number of users today, and positive/negative feedbacks
- A bubble chart shows the words most frequently used in the feedback
- Clicking on a day shows the exact user feedback comments
- Clicking on a negative comment opens up a new dashboard where the user actions can be viewed before the negative comment, so you can solve the problem for the user
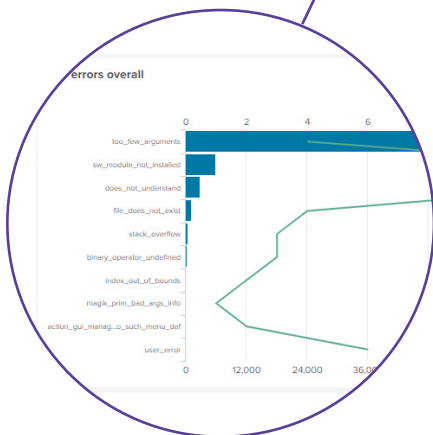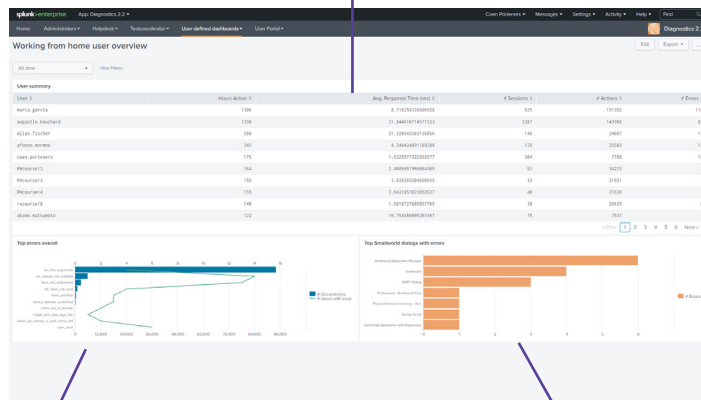
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Dashboard 2 - Users and Errors overview
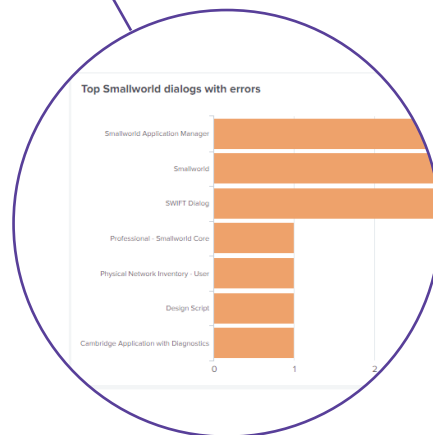Smallworld administrators get an overview of active users and the success they are achieving

User summary

User ⇕	Hours Activ
maria.garcia	1306
augustin.bouchard	1250
elias.fischer	288
afonso.moreno	245
coen.porteners	175
RWcourse12	164
RWcourse13	156
RWcourse14	1
rwcourse18	
...e.matsumoto	

The metrics include user activity, application response time, restarts, total actions and total errors.

The most frequent application errors are shown with the number of users that encountered the error.

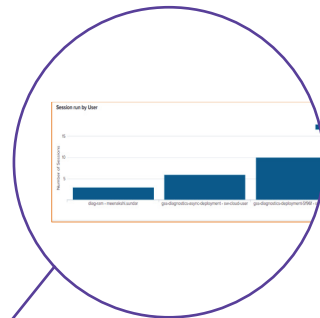The application dialogs that produce the most errors are listed.

Dashboard 3 - Productivity Feedback Dashboard
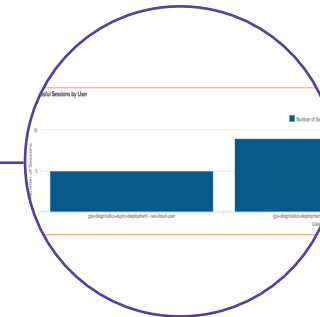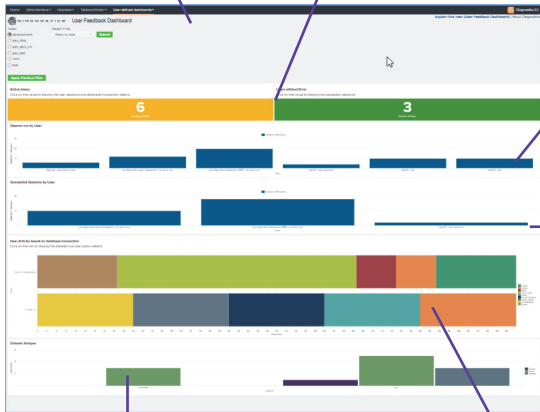Successful user activity.

Select the index and time.

This bar has two numbers, the first number indicates the total number of users working and the second number indicates those homeworkers who do not have errors.
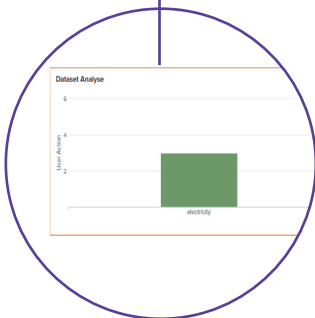
This displays the number of sessions run by per user.
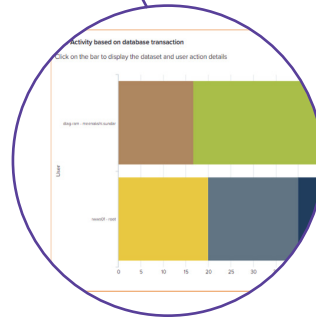
Overall dashboard view.

This displays the number of successful sessions per user.

This displays the number of database transactions (collections) successfully executed per user.

The displays actions executed by selective users.

Dashboard 4 – Remote Workers Infrastructure Health

The dashboard "Remote Workers Infrastructure Health" gives general insights accessing the system. Filtered per machine for example indicates how your Citrix environment is performing.

The first of the graphs show how many applications have been started, how long it took to start and if there where any errors. Next, there are graphs with the number of sessions running per machine. This checks if the limit on the maximum number of sessions by machine has been exceeded. In addition the number of SW sessions the users has running simultaneously is displayed.

The final graphs show the average duration of SW sessions by user. If that duration is very low it indicates problems. Lastly it shows how often SW sessions stopped abnormally.